

Transcript: Justin

Mills-5422935639015424-5977254989873152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Justin. How can I help you today? Yeah, Justin, this is Cheryl Nash. I'm just calling to check on, make sure my insurance is up to date. Okay. Um, what's the staffing agency you work for? Crown. And the last four of your social? 0439. And for security purposes, can you verify the home address, including city, state and zip code, Cheryl? Mm-hmm. 3923 Hilton Drive, Number 50, Middletown, Ohio 45044. Can you confirm your date of birth? 11/19/1954. And a good telephone number has 513-344-2292. That is correct. And the email has a cnash6123@hotmail? Yes, @hotmail.com, yes. Okay. Okay. So let see here. So looking at the calendar, it looks like you are currently active in the coverage for this week, um, so you are currently up to date. Um, did you have any specific questions? No. They just said that my number wasn't s- valid or something wasn't, and I'm at the doctor's office and I just didn't know what was going on with it. Okay. Um, but like I said, you are currently active in the coverage. Um, if they are having trouble with, uh, finding you, we can, you can always have them call us and we can provide eligibility and let them know you are active. Okay. I will do that then. Awesome. Well, is there anything else I can help you out with today, Cheryl? No, that's it. I appreciate it very much. Oh- You're welcome. Can I ask you then one thing? Um, let's see. I have got the... ta, ta, ta, ta... I know my... That's \$10 pay. Um, I've got my card here and it should... I'm trying to find the number on it. I can't see with my glasses, now I can't see without my glasses. Um, I'm trying to find the group number. Is the group number 10007106? Correct. Okay. That's all I needed to know then. Awesome. Well, you have a wonderful day, okay? Thank you. Mm-hmm. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accord. This is Justin. How can I help you today?

Speaker speaker_2: Yeah, Justin, this is Cheryl Nash. I'm just calling to check on, make sure my insurance is up to date.

Speaker speaker_1: Okay. Um, what's the staffing agency you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0439.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Cheryl?

Speaker speaker_2: Mm-hmm. 3923 Hilton Drive, Number 50, Middletown, Ohio 45044.

Speaker speaker_1: Can you confirm your date of birth?

Speaker speaker_2: 11/19/1954.

Speaker speaker_1: And a good telephone number has 513-344-2292.

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email has a cnash6123@hotmail?

Speaker speaker_2: Yes, @hotmail.com, yes.

Speaker speaker_1: Okay. Okay. So let see here. So looking at the calendar, it looks like you are currently active in the coverage for this week, um, so you are currently up to date. Um, did you have any specific questions?

Speaker speaker_2: No. They just said that my number wasn't s- valid or something wasn't, and I'm at the doctor's office and I just didn't know what was going on with it.

Speaker speaker_1: Okay. Um, but like I said, you are currently active in the coverage. Um, if they are having trouble with, uh, finding you, we can, you can always have them call us and we can provide eligibility and let them know you are active.

Speaker speaker_2: Okay. I will do that then.

Speaker speaker_1: Awesome. Well, is there anything else I can help you out with today, Cheryl?

Speaker speaker_2: No, that's it. I appreciate it very much. Oh-

Speaker speaker_1: You're welcome.

Speaker speaker_2: Can I ask you then one thing? Um, let's see. I have got the... ta, ta, ta, ta... I know my... That's \$10 pay. Um, I've got my card here and it should... I'm trying to find the number on it. I can't see with my glasses, now I can't see without my glasses. Um, I'm trying to find the group number. Is the group number 10007106?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. That's all I needed to know then.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you. Mm-hmm. Bye.

Speaker speaker_1: Bye-bye.